

# **Office of State Procurement**

## **Division of Administration**



### **Strategic Plan**

**FY 2017-2018 to FY 2021-2022**

## Table of Contents

<b>Vision, Mission, and Philosophy .....</b>	<b>3</b>
<b>Summary .....</b>	<b>4</b>
<b>Principal Clients and External Factors .....</b>	<b>5</b>
<b>Duplication of Effort .....</b>	<b>5</b>
<b>GOAL I.....</b>	<b>6</b>
<b>Performance Indicator Documentation .....</b>	<b>8</b>

## **VISION STATEMENT**

Equip state agencies with the goods and services needed to effectively serve the people of Louisiana.

## **MISSION STATEMENT**

The Office of State Procurement serves as the centralized purchasing and contracting agency of the State of Louisiana, establishing competitive, cost-effective contracts for goods and services in full compliance with the law, and facilitating access to those contracts by State agencies and political subdivisions, equipping them to effectively serve the needs of the people of Louisiana.

## **PHILOSOPHY**

There is always room for improvement: excellence is a process. OSP will diligently strive to deliver excellent customer service, terms and conditions, and pricing in all procurements, and will work to uphold public confidence in the impartial integrity of the State's procurement efforts.

## **SUMMARY**

The Office of State Procurement (OSP) is responsible for procuring goods and services required by state executive branch agencies. OSP issues contracts covering the majority of items required by agencies and authorized cooperative purchasing entities, and is responsible for the regulation of RFPs and contracts for professional and complex services. OSP also processes bids and other requisitions for commodities, goods and services not covered by annual contracts.

OSP enables the State to control and reduce costs by standardizing specifications of needed goods and services and by realizing economies of scale, ensuring that small and large agencies alike get the best pricing available. The Office assists the State in aligning procurement and budget policies to strategically source goods and services in accordance with State budgetary policy and resources.

The Office also serves an information and education function through its sponsorship and participation in educational seminars designed to assist agencies in understanding and utilizing the procurement code, procurement policy and the steps necessary to efficiently acquire the goods and services necessary to carry out an agency's core functions.

The statewide procurement functions and personnel of Executive Branch agencies were centralized into the Office of State Procurement in FY 2015, including the consolidation of the Office of State Purchasing and the Office of Contractual Review, formerly separate sections within the Division of Administration. OSP was then established as an ancillary agency in FY 2016, whereby it charges customers equitably for services rendered in compliance with State and Federal policies.

## **PRINCIPAL CLIENTS AND USERS**

Principal clients consist of all executive branch departments, including higher education, political subdivisions and boards and commissions.

## **EXTERNAL FACTORS**

Potential external factors beyond the control of the agency which could have a significant impact on its success in attaining its goals and objectives include lack of funding, policy- or budget-based reductions in purchasing and contracting, and lack of personnel to support new programs.

## **DUPLICATION OF EFFORT**

Louisiana Revised Statutes Title 39 establishes the Office of State Procurement as the central purchasing agency of supplies, operating services, and major repairs.

OSP is also designated as the chief regulatory agency over all purchasing activities, as well as professional, personal, consulting and social services (PPCS) contracts.

**GOAL I: To standardize the procurement of quality goods and services, ensuring that all contracts for such services are solicited, awarded and maintained in a legal, uniform and equitable manner.**

*Goal Authorizations: Louisiana Revised Statutes 39:1551 et seq.*

**PROGRAM ACTIVITY: STATE PROCUREMENT**

The Office of State Procurement (OSP) is responsible for procuring goods and services required by state executive branch agencies. OSP issues contracts covering the majority of items required by agencies and authorized cooperative purchasing entities, and is responsible for the regulation of RFPs and contracts for professional and complex services. OSP also processes bids and other requisitions for commodities, goods and services not covered by annual contracts.

**STATE PROCUREMENT MISSION:**

- To develop and implement sound procurement practices statewide in order to provide quality goods and timely services to agencies.

**STATE PROCUREMENT GOAL:**

- The Office of State Procurement will implement sound procurement practices in accordance with executive policy and legislative mandates, and provide quality and timely services to the agency and vendor communities.

**OBJECTIVE I.1:** OSP will provide the necessary resources to quickly and efficiently make agency-initiated non-contract purchases through the use of dedicated “spot buy” teams, increasing efficiency to 80% of all one-time purchases of \$25,000 or less completed within 30 days.

**Note:** The success of this objective will support successful centralization of procurement staff and improve customer service to agencies.

STRATEGY I.1: Continue to develop and implement “spot buy” teams to efficiently make larger agency-initiated non-contract purchases at the best prices in full compliance with law, rules and budgetary policy.

PERFORMANCE INDICATOR:

1. Outcome: Percentage of agency-initiated non-contract purchases completed within target cycle time.

OBJECTIVE I.2: OSP will provide additional in-house resources and assistance, and will develop internal policy which will streamline the professional services contract review, oversight and approval functions, to ensure 80% of contract transactions are completed within 21 days.

Note: The success of this objective will support successful centralization of procurement staff and improve customer service to agencies.

STRATEGY I.2: Continue to develop and implement RFP and Contracts teams and effective policy to streamline the review, oversight and approval of Professional Services RFPs and contracts in full compliance with law, rules and budgetary policy.

PERFORMANCE INDICATOR:

1. Outcome: Percentage of PPCS contracts completed within target cycle time

## PERFORMANCE INDICATOR DOCUMENTATION

**Activity:** State Procurement

**Objective 1:** OSP will provide the necessary resources to quickly and efficiently make agency-initiated non-contract purchases through the use of dedicated “spot buy” teams, increasing efficiency to 80% of all one-time purchases of \$25,000 or less completed within 30 days.

**Indicator Name:** Percentage of agency-initiated non-contract purchases completed within target cycle time.

**Indicator LaPAS PI Code:** New

### 1. Type and Level:

This performance indicator is a key outcome indicator.

### 2. Rationale, Relevance, Reliability:

To better control product selection, need and match, most agency-initiated purchases were brought in-house as a result of the centralization of agency procurement staff. Spot buy teams were created to quickly and efficiently issue ITBs and contracts for agencies. Successful centralization depends on the efficiency of the spot team buys.

### 3. Use:

This indicator will be used to measure customer service success in relation to stated targets, and to identify cases in which personnel or other resources should be added or re-allocated.

### 4. Clarity:

This indicator clearly identifies what is being measured.

### 5. Data Source, Collection and Reporting:

All approved ProAct and/or LaGov one-time buy transactions ≤ \$25,000, FYTD

### 6. Calculation Methodology:

Count of transactions whose cycle time is ≤ 30.5 days, divided by total transaction count.

Calculated and reported quarterly, on a cumulative fiscal-year-to-date basis.

### 7. Scope:

This performance indicator is disaggregated.

### 8. Caveats:

None.



**9. Accuracy, Maintenance, Support:**

The performance indicator and data have not been audited. Activity data from ProAct and/or LaGov will be maintained.

**10. Responsible Person:**

Jonathan Walker, Assistant Director

## PERFORMANCE INDICATOR DOCUMENTATION

**Activity:** State Procurement

**Objective 2:** OSP will provide additional in-house resources and assistance, and will develop internal policy which will streamline the professional services contract review, oversight and approval functions, to ensure 80% of contract transactions are completed within 21 days.

**Indicator Name:** Percentage of PPCS contracts completed within target cycle time

**Indicator LaPAS PI Code:** New

### 1. Type and Level:

This performance indicator is a key outcome indicator.

### 2. Rationale, Relevance, Reliability:

OSP is required by law to exercise oversight authority over the development and use of the RFP process and resulting contracts, and to exercise oversight and approval authority over non-competitive professional, personal, consulting and social services contracts. It is crucial to agencies to have professional, personal, consulting and social services contracts reviewed and approved in a timely manner.

### 3. Use:

This indicator will be used to measure customer service success in relation to stated targets, and to identify cases in which personnel or other resources should be added or re-allocated.

### 4. Clarity:

This indicator clearly identifies what is being measured.

### 5. Data Source, Collection and Reporting:

All approved ProAct and/or LaGov PPCS contracts, FYTD

### 6. Calculation Methodology:

Count of transactions whose cycle time is  $\leq 21.5$  days, divided by total transaction count.

Calculated and reported quarterly, on a cumulative fiscal-year-to-date basis.

### 7. Scope:

This performance indicator is disaggregated.

### 8. Caveats:

None.

**9. Accuracy, Maintenance, Support:**

The performance indicator and data have not been audited. Activity data from ProAct and/or LaGov will be maintained.

**10. Responsible Person:**

Jonathan Walker, Assistant Director

STATE OF LOUISIANA  
OFFICE OF STATE PROCUREMENT

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**Mailing Address**

P.O. Box 94095  
Baton Rouge, LA 70804

**Physical Address**

Claiborne Building  
1201 North Third St.  
Baton Rouge, LA 70802

Phone: (225) 342-8010

Fax: (225) 342-8688

<http://www.doa.la.gov/Pages/osp/Index.aspx>